

# Services Overview

The below services are supported by our proprietary technology and connectivity platform.

|                     | Pre-Hospital                                                                                                                                                       | Hospital                                                                                                                                                                          | Post-Facility (ED, Hospital, SNF)                                                                                                                                        |                                                                                                                                                                                                  |                                                                                                                                                                                             | Outpatient Support                                                                                                                                           |                                                                                                                                                                                  |
|---------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Service             | <b>Acute Care</b><br>Urgent Medical Care at Home                                                                                                                   | <b>Advanced Care</b><br>Hospital Alternative Care at Home                                                                                                                         | <b>Bridge Care</b><br>Recovery Care at Home                                                                                                                              | <b>Bridge Care Plus</b><br>Recovery Care at Home                                                                                                                                                 | <b>Bridge Care Extended</b><br>Recovery Care at Home                                                                                                                                        | <b>Imaging</b><br>Population Health at Home                                                                                                                  | <b>Wellness</b><br>Population Health at Home                                                                                                                                     |
| Supporting programs | –                                                                                                                                                                  | CMS Waiver Support                                                                                                                                                                | ED to Home<br>Hospital to Home<br>SNF to Home                                                                                                                            | Hospital to Home<br>Specialty Care Bundle (Ortho, Cardio)                                                                                                                                        | Hospital to Home                                                                                                                                                                            | –                                                                                                                                                            | –                                                                                                                                                                                |
| Level of care       | Moderate to complex medical conditions (not life-threatening or time sensitive)                                                                                    | Complex medical conditions                                                                                                                                                        | Concerning medical conditions or care access that warrant reevaluation post discharge                                                                                    | Concerning medical conditions or care access that warrant reevaluation post discharge                                                                                                            | Complex medical or post surgical conditions                                                                                                                                                 | Moderate to complex medical conditions (not life-threatening or time sensitive)                                                                              | General population health                                                                                                                                                        |
| Description         | Same-day, high acuity medical care in the home that avoids an unnecessary emergency room visit                                                                     | Up to 30-day, in-home alternative to a hospital stay for appropriate medical conditions                                                                                           | Proactive home visit within 72-hours post discharge from an ED, hospital or SNF for moderate to high-risk patients to help “bridge” them back to their PCP or specialist | Proactive home visit within 24 hours with 24/7 care management over 7-days post discharge from hospital for moderate to high-risk patients to help “bridge” them back to their PCP or specialist | Up to 30-day, in-home SNF alternative with 24/7 care post discharge from hospital for complex medical and post-surgical patients with a focus on nursing, physical and occupational therapy | Hospital-quality, portable diagnostic imaging provided in the patient's home                                                                                 | Scheduled comprehensive health evaluation                                                                                                                                        |
| Capabilities        | Diagnostics, moderately complex lab, skilled procedures, first dose medications, Rx ordering, and more                                                             | 24/7 comprehensive care with daily rounding, remote patient monitoring, nursing, durable medical equipment, meal prep, ADL support, physical therapy, care coordination, and more | Diagnostics, moderately complex lab, skilled procedures, first dose medications, Rx ordering, and more                                                                   | 24/7 comprehensive care with in-home rounding, remote patient monitoring, nursing, durable medical equipment, ADL support, care coordination, and more                                           | 24/7 comprehensive care with daily rounding, remote patient monitoring, nursing, durable medical equipment, meal prep, ADL support, physical therapy, care coordination, and more           | X-rays of the chest, lumbar/thoracic/cervical spine, and extremities; whole body ultrasounds including echo and deep vein thrombosis                         | Personalized health assessment, care plan development for chronic conditions, medication reconciliation, review of life plan and advanced directive, care coordination, and more |
| Conditions treated  | Respiratory infections, urinary concerns, CHF or COPD exacerbations, extremity injuries, weakness, nausea, vomiting, diarrhea, rash, cellulitis, abscess, and more | CHF or COPD exacerbations, pneumonia, skin infections (cellulitis), complicated UTIs, and more                                                                                    | Post-surgical or complex care follow up including stroke, cardiac events, cancer, pulmonary embolisms, CHF or COPD exacerbations, kidney disease, pneumonia, and more    | Post-surgical or complex care follow up including stroke, cardiac events, cancer, pulmonary embolisms, CHF or COPD exacerbations, kidney disease, pneumonia, and more                            | Post-surgical or complex care follow up including stroke, cardiac events, cancer, pulmonary embolisms, CHF or COPD exacerbations, kidney disease, pneumonia, and more                       | Digital film x-rays to view pneumonia, pleural effusions, extremity injuries, spinal conditions, and other ailments; ultrasounds available in select markets | –                                                                                                                                                                                |
| Care team           | Physician associate or nurse practitioner and medical technician, virtually supported by an emergency medicine physician if necessary                              | Hospitalist physician, supported by a physician associate or nurse practitioner with bedside nursing and 24/7 monitoring                                                          | Physician associate or nurse practitioner and medical technician, virtually supported by an emergency medicine or hospitalist physician if necessary                     | Hospitalist physician, supported by a physician associate or nurse practitioner with bedside nursing and 24/7 monitoring                                                                         | Hospitalist physician, supported by a physician associate or nurse practitioner with bedside nursing and 24/7 monitoring                                                                    | Radiology technician or sonographer, virtually supported by a radiologist                                                                                    | Physician associate or nurse practitioner and medical technician, virtually supported by an emergency medicine or hospitalist physician if necessary                             |
| Entry to care       | Patient or caregiver; PCP or specialist; nurse advice line or care manager; home health, senior living or SNF staff                                                | PCP or specialist; hospital ED; DispatchHealth Acute Care team                                                                                                                    | PCP or specialist; discharge coordinator or case manager at hospital, SNF or remote                                                                                      | Discharge coordinator or case manager at hospital or remote                                                                                                                                      | Discharge coordinator or case manager at hospital or remote                                                                                                                                 | PCP or specialist; DispatchHealth care teams                                                                                                                 | Health plan provided member list                                                                                                                                                 |
| Timing              | Same day                                                                                                                                                           | Up to a 30 day bundled episode                                                                                                                                                    | Visit scheduled within 72 hours post discharge                                                                                                                           | First visit scheduled within 24 hours post discharge and 24/7 care management over 7-days                                                                                                        | Up to a 30-day bundled episode                                                                                                                                                              | Same day                                                                                                                                                     | Scheduled visit                                                                                                                                                                  |
| Payment model       | FFS with in-network payers or self-pay (we use TCM codes for Medicare FFS)                                                                                         | Bundled episode                                                                                                                                                                   | FFS with in-network payers or self-pay (we use TCM codes for Medicare FFS)                                                                                               | Bundled episode                                                                                                                                                                                  | Bundled episode                                                                                                                                                                             | FFS with in-network payers                                                                                                                                   | FFS with in-network payers                                                                                                                                                       |